## CONNECTING EMPLOYERS TO CalPERS

**Interactive Voice Response System** 







The ERCC was developed to help CalPERS resolve employer inquires faster and provide enhanced customer service.

CalPERS established the Employer Contact Center (ERCC) in July 2003, to provide employers with a simpler and convenient way to assist in addressing your business needs.

The ERCC functions as a central point of contact for employers' business needs by consolidating employer specific services into a centralized unit comprised of specially trained customer service agents dedicated to answering employer-related inquires.

The development of the ERCC has helped CalPERS resolve employer inquires faster and provide enhanced customer service. The ERCC provides our 2,700 employers (including State agencies, school districts, and public agencies) with assistance on a variety of CalPERS business needs:

- Health Benefits Issues
- Retirement Questions
- Contracting for Retirement and Health Benefits
- Automated Communications Exchange System (ACES) Transactions
- Member Account Maintenance
- Membership Eligibility
- Payroll Reporting Inquires
- Actuarial Rate Information
- Other CalPERS Programs.

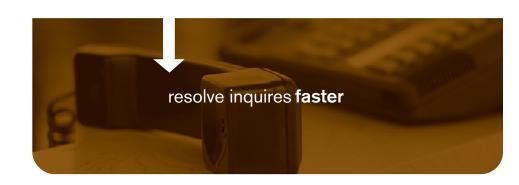
For more information you may also visit our web site at www.calpers.ca.gov.

#### **DEDICATED**

#### **ASSISTANCE**

The ERCC is designed to assist you in the following ways:

- The ability to speak directly to an agent about your employer or employee related issues.
- Our agents' computer screens populate with your agency's specific information so as to better assist you.
- Our agents have the tools and technology to provide the most up-to-date information.
- We track the history of your agency's specific issues to better serve you.
- Your calls are tracked to ensure we respond in a timely manner.



NEW

#### CUSTOMER-BASED SYSTEM

The ERCC is pleased to announce the release of it's improved Interactive Voice Response (IVR) menu. This is the menu you hear when you call our toll-free telephone number 888 CalPERS (or 888-225-7377).

We structured the menu so that the most common call types are presented up front for faster service. Additionally, we've simplified the menu structure making the system more user-friendly. The entire process has been designed to provide you with timely and efficient service.

This brochure was designed to assist you in understanding "where to go" in the IVR system depending upon your business need. If your spoken selection fails, the system will prompt you to use your keypad on your phone to choose the desired selection. All of this information is displayed on the following pages.



#### TIP:

Anytime you are in the IVR system you can say "Help" to get clarification about the area you are in.

#### **MAIN MENU**

The IVR will ask you to identify yourself as either a Member or an Employer. After saying "Employer," you can choose from one of five main menu selections shown below. Simply navigate through the IVR by saying the subject area of interest. Once you have made your selection, you will be prompted for your employer code and then transferred to the next available agent.



#### TIP:

At anytime you may indicate your areas of interest without waiting for an IVR prompt.

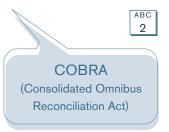
Speak clearly, avoid noisy environments and have your employer code ready.

#### **Health Benefits**

Eligibility and Enrollment

Do you want to enroll a new employee or make a change in their life status (marriage, birth of a child, etc.)? Do you need to determine health benefits eligibility, or seeking CalPERS health benefits program information? Say "Eligibility and Enrollment"

Need help to determine start and end dates, enrollment, eligibility, or other questions or issues concerning COBRA? Say "COBRA"



**Public Agency Billing** 

DEF 3 Do you have employee bill discrepancies, or need to know what to do when your bill can not be reconciled? Say "Public Agency Billing"

Note: Transactions processed after the 10th of the month will appear within two week billing cycles.

Before speaking with an agent, please have the following information available to expedite your request:

HEALTH BENEFITS: employee name, social security number and date of birth.

### **Membership**

2

#### **Member Accounts**

1

Inquiring about membership eligibility, or account maintenance (name or address changes, birth date corrections or membership date change)? Say "Member Accounts"

Note: A change to an employee's demographic information requires that you validate any appropriate certifications required prior to contacting CalPERS.

Do you have eligibility questions, need retirement date verification, or checking on an application's status? Say "Retirement"

2

Note: For disability retirements, all necessary documents must be completed in the Disability Retirement Election Application booklet (PUB-35) and be received by CalPERS prior to being reviewed by CalPERS staff.

Retirement

Service Credit Need to purchase service credit, inquire about service credit eligibility or totals, or resolve service credit discrepancies? Say "Service Credit"



Note: Service credit requests for retiring members will receive priority handling.

Before speaking with an agent, please have the following information available to expedite your request:

MEMBERSHIP: employee name, social security number and date of birth.





Trying to submit or correct health benefits, membership, or payroll transactions? Have an unsuccessful transaction or need help with an agency error? Say "Transactions"

Note: ACES transactions submitted after 3:00 p.m. will appear in ACES on the second business day after submission.

Need to reset or unlock a password, add or delete an ACES user, or set up a new account administrator?

Say "User Account Maintenance"





Having trouble logging in to ACES through the CalPERS web site, receiving an ACES log-in error message, or need general assistance with ACES software? Say "Computer Issues"

Before speaking with an agent, please have the following information available to expedite your request:

ACES: user name, error message or description of the technical issue.

# Payroll 4

## Reporting

1

Questions about payroll reporting, status of submitted payroll, error corrections, correcting pay codes, reporting retroactively, special compensation, or the CalPERS Payroll Reporting System Software? Say "Reporting"

Need assistance with a service credit adjustment, or have a correction to an employee's reported payroll?

Say "Service Credit"

#### Service Credit

ABC 2

#### Discrepancies

DEF 3 Did you receive a payroll discrepancy notice from CalPERS? Are you trying to resolve a Social Security discrepancy? Say "Discrepencies"

Note: The CalPERS Procedures Manual contains complete lists and descriptions of payroll related items including pay code, pay rate, contribution codes, reportable special compensation, etc. under the "Payroll Reporting Procedures" tab.

Before speaking with an agent, please have the following information available to expedite your request:

PAYROLL: employee name, social security number, and service period.

## Other Employer Services

5



Do you have questions on amending your contract? Would you like to check the status of a contract amendment? Say "Contracts"

Note: For contract amendments, please note that you must request these in writing. More information can be found in the CalPERS Procedures Manual under the "Contracts" tab.

**Actuarial Information** 

Need copies of your annual valuation, have employer rate questions, or have other valuation issues? Say "Actuarial Information"

ABC 2

Note: The Annual Employer Statement, which is a brief contract summary, also includes your employer rate.

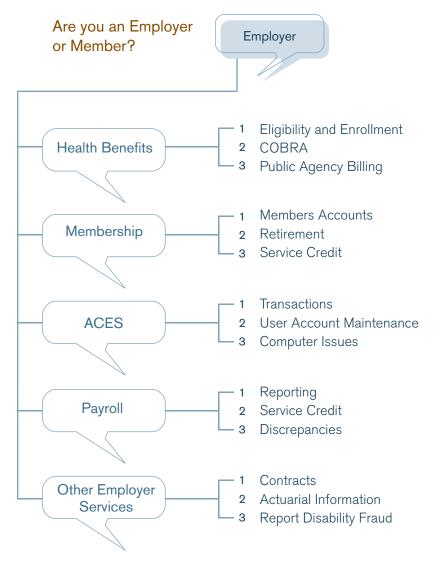


Do you want to anonymously report fraud by an employee or other person who has applied for the CalPERS Disability Retirement? Say "Report Disability Fraud"

The Employer Contact Center, the central point of contact for your business needs Monday thru Friday 8 a.m. – 5 p.m.

#### **ERCC**

#### **888 CalPERS** (or **888**-225-7377)



Before being connected to an agent, you will be prompted to identify your employer code.





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